

**Amendment and Response**

Applicant: Michael B. Raynham  
Serial No.: 09/848,574  
Filed: May 3, 2001  
Docket No.: 10004326-1

Title: WIRELESS SERVER DIAGNOSTIC SYSTEM AND METHOD

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**IN THE CLAIMS**

Please cancel claims 1-28 and 35-37:

1. – 28.(Cancelled)

29.(Previously Presented) A portable server diagnostic tool comprising:  
a wireless transmitter for wirelessly transmitting a request to a first plurality of servers;  
a wireless receiver for wirelessly receiving service information that is wirelessly transmitted by at least one server in the first plurality of servers, wherein the service information includes system status information for the at least one server; and  
a display screen for displaying diagnostic information based at least in part on the received service information.

30.(Original) The portable server diagnostic tool of claim 29, wherein the tool is configured to wirelessly communicate with a support server to obtain service support information from the support server.

31.(Original) The portable server diagnostic tool of claim 29, wherein the tool is configured to wirelessly communicate with a support server to transmit repair information to the support server.

32.(Original) The portable server diagnostic tool of claim 29, wherein the displayed diagnostic information includes error information representing at least one error experienced by the at least one server.

33.(Original) The portable server diagnostic tool of claim 29, wherein the tool is configured to display repair suggestion information on the display screen based at least in part on the received service information.

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34.(Original) The portable server diagnostic tool of claim 29, wherein the tool is configured to be attached to a server in the first plurality of servers.

35. – 37.(Cancelled)

38.(Previously Presented) A wireless diagnostic system for diagnosing a problem with at least one server comprising:

a portable diagnostic tool including a wireless transmitter and a wireless receiver, the portable diagnostic tool configured to transmit requests with the tool's wireless transmitter;

a wireless communication subsystem coupled to a first server, the wireless communication subsystem including a wireless transmitter and a wireless receiver, the wireless communication subsystem configured to receive a transmitted request from the portable diagnostic tool with the subsystem's wireless receiver, the wireless communication subsystem configured to transmit service information with the subsystem's wireless transmitter in response to a received request, the portable diagnostic tool configured to receive the service information with the tool's wireless receiver; and

wherein the portable diagnostic tool includes a display screen, and wherein the portable diagnostic tool is configured to display information on the display screen based at least in part on the service information received from the first server, the displayed information including at least one image of a portion of the first server.

39.(Previously Presented) A wireless diagnostic system for diagnosing a problem with at least one server comprising:

a portable diagnostic tool including a wireless transmitter and a wireless receiver, the portable diagnostic tool configured to transmit requests with the tool's wireless transmitter;

a wireless communication subsystem coupled to a first server, the wireless communication subsystem including a wireless transmitter and a wireless receiver, the wireless communication subsystem configured to receive a transmitted request from the portable diagnostic tool with the subsystem's wireless receiver, the wireless communication subsystem configured to transmit service information with the subsystem's wireless

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transmitter in response to a received request, the portable diagnostic tool configured to receive the service information with the tool's wireless receiver; and

wherein the portable diagnostic tool is configured to play voice files, the voice files including repair description information.

**40.(Previously Presented)** A wireless diagnostic system for diagnosing a problem with at least one server comprising:

a portable diagnostic tool including a wireless transmitter and a wireless receiver, the portable diagnostic tool configured to transmit requests with the tool's wireless transmitter;

a wireless communication subsystem coupled to a first server, the wireless communication subsystem including a wireless transmitter and a wireless receiver, the wireless communication subsystem configured to receive a transmitted request from the portable diagnostic tool with the subsystem's wireless receiver, the wireless communication subsystem configured to transmit service information with the subsystem's wireless transmitter in response to a received request, the portable diagnostic tool configured to receive the service information with the tool's wireless receiver; and

wherein the portable diagnostic tool is configured to transmit a request for an identification response with the tool's wireless transmitter, the wireless communication subsystem configured to receive the transmitted request for an identification response from the portable diagnostic tool with the subsystem's wireless receiver, the first server configured to generate an identification response in response to receiving the request for an identification response.

**41.(Previously Presented)** The wireless diagnostic system of claim 40, wherein the identification response is an audible signal.

**42.(Previously Presented)** The wireless diagnostic system of claim 40, wherein the identification response is a visual indication.

**43.(Previously Presented)** A method of identifying a problem with at least one server comprising:

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wirelessly transmitting a request with a portable diagnostic tool;

providing a wireless communication subsystem coupled to a first server;

receiving the transmitted request from the portable diagnostic tool with the wireless communication subsystem;

wirelessly transmitting service information with the wireless communication subsystem in response to a received request;

receiving the service information with the portable diagnostic tool;

providing a second wireless communication subsystem coupled to a second server;

receiving a transmitted request from the portable diagnostic tool with the second wireless communication subsystem;

wirelessly transmitting service information with the second wireless communication subsystem in response to a received request; and

receiving the service information with the portable diagnostic tool.